

From: Bersenev, Elena Y CITZ:EX
Sent: Friday, September 30, 2011 8:23 AM
To: Nickerson, Chris S AG:EX
Cc: Myhal, Glenda J PSA:EX; AG ITSD Info Incidents
Subject: CLOSING Information incident PIU-2011-00602/2011-220

Good morning Chris,

Thank you for providing information about this incident where because of phone call from the Sheriff that a Court clerk continue to associate with a known criminal, the ministry conducted investigation into possible inappropriate access to/or disclosure of personal/confidential information.

I am closing this incident now as:

- Based on the results of your investigation you couldn't find any evidence that employee inappropriately accessed any information on JUSTIN
- You also determined that employee did not disclosed any personal/confidential information to third parties via e-mails

Thank you.

Elena Bersenev
Senior Privacy Investigator
Privacy Investigations Unit
Information Security Branch
Office of the Chief Information Officer (OCIO)
Ministry of Labour, Citizens' Services and Open Government
Tel: 250 356-9333
BlackBerry: s.15

NOTE: This message is confidential and may not be disclosed to anyone without the express written consent of the sender.

From: Carew, Gloria AG:EX
Sent: Thursday, September 22, 2011 12:51 PM
To: Nickerson, Chris S AG:EX; Myhal, Glenda J PSA:EX
Cc: Bersenev, Elena Y CITZ:EX; Breitzkreutz, Shane A AG:EX
Subject:

Hello

I concur with Chris. I have not seen anything from the IT portion of the investigation that points to any breach of information disclosure by the employee.

Gloria

From: Nickerson, Chris S AG:EX
Sent: Thursday, September 22, 2011 11:19 AM
To: Myhal, Glenda J PSA:EX
Cc: Bersenev, Elena Y CITZ:EX; Carew, Gloria AG:EX; Breitzkreutz, Shane A AG:EX
Subject:

Hi Glenda, can't remember if I had responded to this apologies if I have already if I haven't, apologies for the delay!!!

From my part of the email investigation I am comfortable that there does not appear to be any breach of privacy nor inappropriate use of other confidential (or other) information. The emails that were in the system were normal course of duty emails with some personal emails primarily to ex-employees unrelated to work/information management.

The gateway report I was able to see almost all of the emails on the list it appears they are mainly between her and an ex-employee (works for the RCMP now I believe).

We are, of course, unable to view the deleted items not included in the mailbox.

My understanding of the JUSTIN review is that she would have had some reason to access all of the names indicated due to the nature of her work and the appearances of those on the list there was no obvious leak of information to external email addresses that I could find.

With the noted caveats of:

1. We have not questioned her on the issues presented
2. We could not see deleted items

I would summarize this by saying nothing flagged in this investigation concerning inappropriate use of email or breach of confidentiality or distribution inappropriately of any personal information.

If anyone has any other thoughts, recommendations or is not comfortable with this finding thus far, please advise.

I would conclude by saying the IT portion of this investigation is complete with no breaches discovered (noting the above caveats).

Chris

*Chris Nickerson, Executive Director
Court Services Branch, North Region*

From: Myhal, Glenda J PSA:EX
Sent: Tuesday, September 20, 2011 12:32 PM

To: Nickerson, Chris S AG:EX
Cc: Bersenev, Elena Y CITZ:EX
Subject:

Chris, on the call last week with OCIO and security there wasn't anyone from the ministry to provide an update on the investigation. So Elena asked if I would follow up with you to find out what the outcome was. Are you able to update us on the findings? Thanks!

Lan drive
Mailbox
Justin

Glenda Myhal, Labour Relations Specialist

Labour Relations Branch | Employee Relations Division | BC Public Service Agency
2nd Floor, 6475 Metral Drive | Nanaimo, BC | V9T 2L9 | Tel: 250-390-6261 **NEW**



Where ideas work

From: Carew, Gloria AG:EX

Sent: Monday, September 12, 2011 11:02 AM

To: Nickerson, Chris S AG:EX; Bersenev, Elena Y CITZ:EX; Taylor, Wendy E CITZ:EX; Smith, Peter G CITZ:EX; Myhal, Glenda J PSA:EX; Breitreutz, Shane A AG:EX; Scott, Mike J AG:EX

Subject: RE: Information incident PIU-2011-00602/2011-220

Sensitivity: Confidential

Hello

I have conducted a review of the JUSTIN access report for the employee in question. I have cross referenced JUSTIN with the list of names provided by the RCMP. All names on the list have criminal files that are still ongoing or have just concluded in the last month. The names cross referenced for this issue were accessed by the employee. All names cross referenced did have recent court dates for which an employee of Court Services might access JUSTIN.

Thank you

Gloria Carew

Manager of Court Administration

Fort St. John

Court Services

250-787-3266

From: Hoenisch, Michelle AG:EX
Sent: Friday, September 2, 2011 9:42 AM
To: Security Investigations, CITZ; Scott, Mike J AG:EX
Cc: Chrisgian, Ourania PSA:EX; Golightly, Karen AG:EX; Taylor, Wendy E CITZ:EX
Subject: RE: 2011-223.....revocation of employee account

Investigation #381872 has been submitted.

Michelle Hoenisch

ID Admin Supervisor
Information Technology Services Division
Ministry of Attorney General
*also supporting
Ministry of Public Safety and Solicitor General

From: Hoenisch, Michelle AG:EX
Sent: Thursday, September 1, 2011 5:03 PM
To: Security Investigations, CITZ; Scott, Mike J AG:EX
Cc: Chrisgian, Ourania PSA:EX; Golightly, Karen AG:EX; Taylor, Wendy E CITZ:EX
Subject: RE: 2011-223.....revocation of employee account

I have suspended his ARC and JUSTIN access, I see that Sec. Investigations has disabled his IDIR access. Tomorrow I will submit the iStore for the mailbox snapshot as the system is now down. Peter I'll email Sec. Investigations the iStore number once I have it.

Thank you,

Michelle Hoenisch

ID Admin Supervisor
Information Technology Services Division
Ministry of Attorney General
*also supporting
Ministry of Public Safety and Solicitor General

From: Security Investigations, CITZ
Sent: Thursday, September 1, 2011 4:43 PM
To: Scott, Mike J AG:EX
Cc: Chrisgian, Ourania PSA:EX; Golightly, Karen AG:EX; Taylor, Wendy E CITZ:EX; Hoenisch, Michelle AG:EX; Security Investigations, CITZ
Subject: RE: 2011-223.....revocation of employee account

Thanks Mike

Employee name is: s.22 (AG)

Peter G. Smith
Senior Security Specialist, Investigations and Forensics

Information Security Branch, Office of the Chief Information Officer,
Ministry of Labour, Citizen Services and Open Government
Province of British Columbia
(250) 387-5998

Mission: Conduct impartial investigations that protect the confidentiality, availability and integrity of the Public Service and Government services.

From: Scott, Mike J AG:EX
Sent: Thursday, September 1, 2011 4:42 PM
To: Security Investigations, CITZ
Cc: Chrisgian, Ourania PSA:EX; Golightly, Karen AG:EX; Taylor, Wendy E CITZ:EX; Hoenisch, Michelle AG:EX
Subject: RE: 2011-223.....revocation of employee account

Hi Peter,
No, I did not request the ministry app IDs be locked for this user this is not something I would typically do. Obviously, the key thing is the IDIR, which is the starting point into everything else. Since you've done this, most risk has now been mitigated.

I will cc: Michelle H now, since s.22 vacation. Peter, please email her the employee's IDIR/name.
Thanks.
Mike

Mike Scott, [MISO](#), BC Justice Sector
mike.scott@gov.bc.ca w:250.387.2721 c: s.15

From: Security Investigations, CITZ
Sent: Thursday, September 1, 2011 4:37 PM
To: Taylor, Wendy E CITZ:EX
Cc: Chrisgian, Ourania PSA:EX; Golightly, Karen AG:EX; Scott, Mike J AG:EX
Subject: 2011-223.....revocation of employee account

Afternoon All,

The employee's IDIR account was locked down as requested at 1600 hrs.

Mike, I am assuming the internal ministry ID's were also taken care of. Or is this something for Tanya / Michelle to follow-up.

Peter G. Smith

Senior Security Specialist, Investigations and Forensics
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From: Taylor, Wendy E CITZ:EX
Sent: Thursday, September 1, 2011 2:18 PM
To: Smith, Peter G CITZ:EX
Cc: Chrisgian, Ourania PSA:EX
Subject: FW: privacy complaint

From: Statton, Joel AG:EX
Sent: Thursday, September 1, 2011 2:18 PM
To: Taylor, Wendy E CITZ:EX
Cc: Golightly, Karen AG:EX
Subject: privacy complaint

s.22 a shop steward, Karen & myself will meet in Karen's office at 4:00pm.

Regards,
Joel

Joel Statton

Manager, Registry Operations
Vancouver Provincial Court
222 Main Street,
Vancouver, BC
V6A 2S8
Tel 604 660 0891
Fax 604 660 4235



From: Chiddell, Dan J AG:EX
Sent: Friday, August 26, 2011 10:12 AM
To: Tress, Brenda AG:EX; Scott, Mike J AG:EX
Subject: RE: 2011-220....Summary / Action Items from today's Conference Call - Thursday August 25 at 1300 hrs

Mike, the JUSTIN audit report has been provided to Brenda and Shane, and Shane will work in conjunction with PSA on the review I expect. So that takes care of action item #1 below. I'm not sure if you want to notify Peter of this to conclude item #2.

Thx

From: Tress, Brenda AG:EX
Sent: Thursday, August 25, 2011 2:50 PM
To: Chiddell, Dan J AG:EX
Subject: FW: 2011-220....Summary / Action Items from today's Conference Call - Thursday August 25 at 1300 hrs
Importance: High

Brenda Tress

Manager, Finance & Administration
Court Services - North Region
Prince George BC
Tel: 250-614-7911 /Fax: 250-614-7913

From: Security Investigations, CITZ
Sent: Thursday, August 25, 2011 2:48 PM
To: Myhal, Glenda J PSA:EX; Bersenev, Elena Y CITZ:EX; Scott, Mike J AG:EX; Hakim, Richard AG:EX; Tress, Brenda AG:EX; Carew, Gloria AG:EX; Breitzkreutz, Shane A AG:EX; Morgan, Lance C CITZ:EX; Budakoglu, Caner CITZ:EX; Foltinek, Michael CITZ:EX
Cc: Security Investigations, CITZ
Subject: 2011-220....Summary / Action Items from today's Conference Call - Thursday August 25 at 1300 hrs
Importance: High

Good afternoon all,

Firstly, **thank you** everyone for your time this afternoon on the conference call, and your work on this case so far. It was a good information gathering discussion.

As promised, here is a brief summary of key points covered and some action items that were discussed. Please let me know if I missed anything, or if anything needs clarification.

Summary of Discussion

Introductions and reason for the call

Bringing everyone up to date information gathering to confirm actions taken to date and next steps.:

Glenda provided LR actions to date

Peter provided update on what Security investigations had done to date

Shane outlined some background (RCMP, etc.) and steps taken to date in starting the ministry's internal investigation

Mike advised he could co-ordinate the capture and provision of the JUSTIN records for the last 6 months.

Peter discussed other electronic evidence that the CIO Investigations & Forensics Team could provide to assist with the internal investigation by the Ministry / BCPSA.

After discussion, it was determined that internet

s.15

Shane to provide some keyword search terms, so the Mailbox Capture, Mail Gateway and LAN drive could be efficiently scanned and provided to Glenda, who would share with the ministry.

Key contacts:

Glenda, LR Specialist, BCPSA

Peter, Lead Investigator (CIO Team), CIO Investigations and Forensics

Elena, Lead Privacy Investigator (CIO Team), should privacy concerns be raised

Shane, Inspector Court Services Branch leading the Ministry side of the internal investigation

ACTION ITEMS (from the meeting)

1. Mike to co-ordinate capture of the JUSTIN records and provide these to the Ministry / BCPSA for review - **Underway**.
2. Mike to advise Ministry / BCPSA and Peter when report has been provided.
3. Ministry and BCPSA to review report for any privacy breaches, and notify Elena and Peter of the findings.
4. If privacy concerns are highlighted, Elena will provide next steps and open a privacy investigation.
5. Shane to provide Peter details on the background, including some timeline involving the RCMP contact with the employee (who, what, when and where)
6. Peter to capture mailbox snapshot, Mail Gateway (going back 6 months), and a copy of the LAN Drive to Glenda by mid next week - **Underway**.
7. Peter to obtain key word search terms to assist in the review of the contents of the above evidence in 6.
8. After keywords are searched, results are to be provided to Glenda to share with the ministry contacts.

Please use the Security Investigations mailbox with subject line - Investigation 2011-220 as part of the header (thank you) for all correspondence to me on this matter.

Please let me know if I have missed anything. Thanks everyone.

Peter G. Smith

Senior Security Specialist, Investigations and Forensics
Information Security Branch, Office of the Chief Information Officer,
Ministry of Labour, Citizen Services and Open Government
Province of British Columbia
(250) 387-5998

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From: Breitkreutz, Shane A AG:EX

Sent: Thursday, August 25, 2011 4:11 PM

To: Security Investigations, CITZ; Myhal, Glenda J PSA:EX; Bersenev, Elena Y CITZ:EX; Scott, Mike J AG:EX; Hakim, Richard AG:EX; Tress, Brenda AG:EX; Carew, Gloria AG:EX; Morgan, Lance C CITZ:EX; Budakoglu, Caner CITZ:EX; Foltinek, Michael CITZ:EX

Subject: RE: 2011-220....Summary / Action Items from today's Conference Call - Thursday August 25 at 1300 hrs

I have left a message with my police contact that will be able to provide the additional information that we need. Waiting her return....

Shane

Shane Breitkreutz | Inspector

British Columbia Sheriff Services |

Fort St. John BC

Office: 250 787.3272 | Fax: 250 787.3308 |

Cell: s.15

Email: Shane.Breitkreutz@gov.bc.ca

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Sent: Thursday, August 25, 2011 2:48 PM

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Cc: Security Investigations, CITZ

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Peter, Lead Investigator (CIO Team), CIO Investigations and Forensics

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Please let me know if I have missed anything. Thanks everyone.

Peter G. Smith

Senior Security Specialist, Investigations and Forensics

Information Security Branch, Office of the Chief Information Officer,

Ministry of Labour, Citizen Services and Open Government

Province of British Columbia
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From: Tress, Brenda AG:EX
Sent: Thursday, August 25, 2011 1:48 PM
To: Scott, Mike J AG:EX
Cc: Hakim, Richard AG:EX
Subject: RE: JUSTIN audit report - authorization required

Approved

Shane Breitreutz will be tasked with looking at the report.

Thank you

Brenda Tress

A/Executive Director
Court Services - North Region
Prince George BC
Tel: 250-614-7911 /Fax: 250-614-7913

From: Scott, Mike J AG:EX
Sent: Thursday, August 25, 2011 1:36 PM
To: Tress, Brenda AG:EX
Cc: Hakim, Richard AG:EX
Subject: JUSTIN audit report - authorization required

Hi Brenda,

As a result of the ongoing investigation (Court Clerk suspected inappropriate activity), I am requesting a JUSTIN Activity Audit Report for the employee in question. As the acting Exec. Director, I need your authorization to have this report created/released. Also, please let me know which specific person will be responsible with looking at the report, and determining if any of the records/files accessed were NOT appropriate (i.e. files that did NOT occur in your courtrooms).

Please call or email if there are any questions/concerns.

With thanks,
Mike

Mike Scott, MISO, BC Justice Sector
mike.scott@gov.bc.ca w:250.387.2721 c: s.15

From: Taylor, Wendy E CITZ:EX
Sent: Friday, July 29, 2011 12:49 PM
To: Scott, Mike J AG:EX
Subject: RE: Justin log

Can you pls call me about this. 250 952 6161 or cell s.15

Thanks!

From: Scott, Mike J AG:EX
Sent: Tuesday, July 26, 2011 8:23 AM
To: Taylor, Wendy E CITZ:EX
Subject: RE: Justin log

Hi Wendy,
I just got back into the office since Friday. When I talked with Ronna Friday afternoon, we discussed the authorization process for a JUSTIN audit report. The way it works is she doesn't proceed with a request until she gets approval from the JACS rep, in this case Harold Trenchard. He is here in ITSD, so I checked with him to see what his process is. He can only relay approval to Ronna once he gets approval from an ADM or higher. We discussed which ADM, and he said it is usual the one connected with the request in question. This made me realize that I didn't record these details from our conversation.

Where has this inquiry/concern come from? I know you said 222 Main, but this could be Court Services Branch, Criminal Justice Branch, or even a smaller branch within this site. I want to take this to the appropriate ADM, so need this detail. Feel free to call. I would like to get this done before today is up.

Thanks,
Mike

Mike Scott, MISO, BC Justice Sector
mike.scott@gov.bc.ca w:250.387.2721 c: s.15

From: Taylor, Wendy E CITZ:EX
Sent: Monday, July 25, 2011 3:32 PM
To: Scott, Mike J AG:EX
Subject: Justin log

Hi Mike, any updates yet on the justin access for the file I called you about last week? They are looking for info and asking if we have determined who accessed this youth's file. Could you give me an update and eta re getting this info so I can let them know.

Thanks!

Wendy

Wendy Taylor
Director
Privacy Investigations
Information Security Branch
Office of the Chief Information Officer
Ministry of Labour, Citizen's Services and Open Government

Phone: 250 952-6161

Cell: **s.15**

Email: Wendy.taylor@gov.bc.ca